

Time Warner Cable Business Class Saves Small Business From Hacker Attack

MYERS-ZIEMKE INSURANCE AGENCY PROTECTS NETWORK AND CUSTOMERS WITH MANAGED SECURITY

“As a small business owner, you are too busy dealing with day-to-day operations. When Chris offered me TWCBC’s Managed Security solution that would continually monitor and protect my systems, it was a no-brainer. I could spend a little bit more a month and save thousands in the long run.”

— Mike Moore, Owner,
Myers-Ziemke Insurance Agency

The Myers-Ziemke Insurance Agency, located in Monroeville, Ohio, is a 50-year-old full-service agency built on a reputation of exceptional client service. Given that 99 percent of Myers-Ziemke’s work is accomplished using the Internet, keeping sensitive and personal client information confidential is a foremost concern. As a small business in Northeast Ohio, Myers-Ziemke turns to Time Warner Cable Business Class, its trusted telecommunications service provider, for guidance on how to protect its network and valuable data.

BACKGROUND

As far as his network was concerned, agency owner Mike Moore thought his primary concern was speed. He signed up for Time Warner Cable Business Class (TWCBC) High-Speed Data when he realized that it would double his download speed and increase his upload speed by 30 percent.

While he had heard stories of hacker attacks and spyware problems, Moore had never experienced a threat of any kind. Moore assumed his network was adequately protected against security threats by the standard anti-virus software installed on each computer in the agency.

Then one day Moore noticed a slowdown in his network speed. Next, a friend called, complaining of an influx of e-mails from Moore’s office. Moore soon received a call from his TWCBC account executive, Chris Doman, explaining that Myers-Ziemke was in danger of being blacklisted due to the large amount of spam originating from its network. If the e-mails did not stop, the network would be shut down.

About Time Warner Cable Business Class

Time Warner Cable Business Class, a service of Time Warner Cable, is available in 27 states which include some of the most technologically advanced, best-clustered cable systems in the country with more than seventy five percent of the company's customers in systems of 300,000 subscribers or more. The company offers voice, data, video and security solutions to provide a full complement of business communications tools. Having an established national presence, along with dedicated local teams, the company provides award winning customer service. Supporting enterprise, government and small to medium-sized businesses with a consultative approach, Time Warner Cable Business Class is focused exclusively on individual business needs.



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SOLUTION

Once Doman learned that the spam originating from Myers-Ziemke was unauthorized, he took immediate action to get Moore's network back up and secured. TWCBC experts investigated and quickly diagnosed the problem as a hacker attack. Within 24 hours the threat was isolated. A secure firewall was installed within 48 hours. Meanwhile, Moore worked with a third-party integrator to scrub his computers free of spyware. The process took four days and cost hundreds of dollars – a significant amount for a small business. During those four days, Myers-Ziemke was also at an operational standstill, losing revenue.

Although Moore had installed off-the-shelf anti-virus software on each computer, it failed to protect his network from constantly evolving and highly adaptable Internet-borne threats. A proper defense against these dangers requires ongoing vigilance by experienced personnel. To give Moore the improved security and preventative measures he needed, Doman recommended TWCBC's Managed Security solution.

Managed Security is a comprehensive suite of security services that includes firewall and virtual private network (VPN) capabilities as well as options such as anti-virus, anti-spyware, content filtering and intrusion prevention features. The fully managed multi-layered solution also provides network management, configuration, implementation, customer support, continuous security updates and 24x7 monitoring to help ensure network integrity and prevent Internet-borne attacks.

"As a small business owner, you are too busy dealing with day-to-day operations," recalls Moore. "When Chris offered me TWCBC's Managed Security solution that would continually monitor and protect my systems, it was a no-brainer. I could spend a little bit more a month and save thousands in the long run."

RESULTS

A year after signing on for TWCBC's Managed Security solution, Myers-Ziemke Insurance hasn't had a single security problem. Moore's affordable network security package actively monitors his network, keeps threat definitions updated, provides constant feedback on network health and supports him in working through all network-related issues. "It's an amazing product," says Moore.

Moore's relationship with TWCBC continues to grow. In addition to a High-Speed Data and Managed Security, he has also signed on for Digital Phone and Business Class cable. This bundle not only provides him with premium solutions to all his business communications needs, it also generates significant monthly savings.